

THE NO.1 ON-SITE
REFUELLING SOLUTION



VISION

NEWS

issue No 12

MINI-TANKERS

SETLOW LEADS UNDERGROUND MOVEMENT



AUSTRALIA'S MOST RAPIDLY EXPANDING REGION, SOUTH EAST QUEENSLAND, IS COPING WITH THE POPULATION EXPLOSION BY SENDING MANY MAJOR INFRASTRUCTURE PROJECTS UNDERGROUND.

Setlow Constructions, a specialist in pipeline engineering is leading the subterranean component of many of these works which are certain to change the face of Brisbane and the South East.

BRISBANE'S AIRPORT LINK

The mainly underground Airport Link toll road has been designed to reduce congestion and improve connectivity between the northern suburbs, the Inner City Bypass, the new Clem Jones (North-South) Tunnel, and the East-West Arterial Road at Toombul, near the airport.

Setlow manages three major contracts within the project: 1. Kedron Brook - deep drainage and sewerage; 2. Hendra Roundabout - water mains and drainage; and 3. Toombul - plant hire on East-West Arterial Road. They have committed 60 workers and 40 plant on round-the-clock shifts for the 18 month contracts valued at \$16 million.

GIBSON ISLAND TREATMENT PLANT

Gibson Island, located at the mouth of the Brisbane River, forms part of South East Queensland's Western Corridor Recycled Water Project, the largest recycled water initiative in Australia, and third largest in the world.

Setlow's role is the provision of deep excavation, drainage and sewerage pipes, and recycled water pipes, a commitment of 16 workers and 8 plant over 10 months, valued at \$900,000.

LOGAN CITY COUNCIL

Logan, south of Brisbane is a rapidly expanding city. With the population expected to increase by 200,000 over the next 20 years, the council is making major infrastructure upgrades.

Setlow is responsible for the water mains upgrade throughout Logan and Greenbank, supplying 30 workers and 25 plant for 16 months, valued at \$5 million.

Setlow's manager, Kieran Finn said, "When we've got so many major projects going at once, it is good to know that we never have to worry about our fuel supply. We've had a great relationship with Mini-Tankers for years now. Everything works well because they keep in touch. We've got great communication between Mini-Tankers and our site supervisors - both sides always know what's going on. And if we change our plans or move plant between sites they're only too happy to oblige our requests."

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BEHIND THE SCENES: NEW DEVELOPMENTS FOR MINI-TANKERS' CUSTOMERS

In our efforts to continually strive for the highest levels of customer service, Mini-Tankers has taken the company to a new level of information control and transparency using Microsoft Dynamics CRM (Customer Relationship Management) technology.

Following lengthy consultations with Orion Enterprise Business Solutions since 2008, a technical solution footprint was carefully mapped out for our specialised business of onsite fuel delivery and related products and services.

Mini-Tanker's General Manager, Greg Strom said, "We believe our customers should truly experience *customer service*. The purpose of our CRM is to provide a transparent, easy to manage system built on the delivery of swift business practices. Since the implementation of CRM and the on-going training of Management, Sales, Marketing and Operations, there is a linked, clearer picture across all areas of the business that enables us to manage the company strategically and watch for trends that might not have become apparent until at a more serious stage.

"Over the next 12 months we will be developing our website to enable credit and account information to be linked to CRM which will allow you, our customers, to access invoice and account details and 'where is my fuel' directly from our website.

"The commitment to training and understanding of our needs by Orion has given Mini-Tankers a great result in achieving an outcome from the latest customer support technology."

Bill Cotis, General Manager of Orion Enterprise Business Solutions said "the challenge Greg put to Orion was robust and demanding at times, and we are very pleased with the results. Our commitment is to provide the best IT business solutions for the growth of Mini-Tankers which we will continue to deliver."

www.orionopen.com.au



SUPPORTING THE CIVIL CONTRACTORS FEDERATION EARTH AWARDS

WITH OUR FOCUS ON ENVIRONMENTAL EXCELLENCE AND A PASSION FOR THE CIVIL CONSTRUCTION SECTOR, MINI-TANKERS IS PROUD TO ANNOUNCE OUR THREE YEAR SUPPORTING-SPONSORSHIP OF ONE OF THE INDUSTRY'S SHOWPIECE EVENTS - THE CCF EARTH AWARDS.

Now in its 17th year, the CCF Earth Awards showcase the development and use of best technologies and practices by Australian civil contractors. They are held in high regard, and offer a rare opportunity to share the ideas and technologies that continue to improve the way the sector operates.

Mini-Tankers' General Manager, Greg Strom said, "Everyday, nationwide, Mini-Tankers has the privilege of servicing project sites that express these very qualities, and we encourage our customers to get involved in the awards to show off their best work - jobs that may have excelled in project management, construction technique, or environmental management. We are very proud to be associated with the CCF and support these awards which encourage the industry to move in a positive direction."

Companies of all sizes can enter, with categories ranging from projects valued at less than \$1 million right through to large scale projects valued in excess of \$75 million. The deadline for submissions is 31 May 2010. There will be state awards ceremonies throughout the year, culminating in the CCF Earth Awards national gala dinner in Canberra on 23 October 2010.

www.civilcontractors.com/EarthAwards



GOOD NEWS FOR FOOTY FANS!

AFL MAY BE THE FOOTBALL CODE OF CHOICE FOR MOST VICTORIANS, HOWEVER THE GROWING POPULARITY OF SOCCER, RUGBY UNION AND RUGBY LEAGUE HAS LED TO THE DEVELOPMENT OF THE PURPOSE BUILT, AND APTLY NAMED MELBOURNE RECTANGULAR STADIUM.

With its rectangular field and distinctive bio-frame roof featuring thousands of LED lights programmed to display spectacular light shows, the stadium is sure to join its neighbouring complexes the MCG, Rod Laver Arena and Olympic Park Stadium as another world class, landmark sporting venue.

The \$267.5 million Victorian Government project is managed by Grocon Constructors (a major national customer of Mini-Tankers) with Delta Group providing a range of services including demolition, civil construction, excavation, piling, earthworks and turf laying for the 136 x 82 metre pitch.

Mini-Tankers' National Accounts and Special Projects Manager, Duncan Cole said, "This major project is yet another example of the excellent work Delta Group does within Australia's civil construction industry. Their success lies in their experience and ability to deliver across a range of disciplines: civil construction, demolition, concrete recycling, landscaping, rental equipment, logistics and transport. They give their customers the full package.

"Mini-Tankers services Delta Group's operations in all states of Australia and we are always impressed by their consistent, clear

communication, professional organisation and diligent safety and environmental practices that make our job so much easier."

Delta Group's National Purchasing and Logistics Manager, Dominic Santullo said, "Mini-Tankers provides us with a crucial service. If we don't have fuel, we stop, which costs us time and money. They support us all over Australia and deliver in all sorts of conditions."

Delta Group's two year contract to Melbourne Rectangular Stadium will be completed later this year, at which time the grounds will become home to the Melbourne Victory and Melbourne Heart soccer teams, Melbourne Storm rugby league team and Melbourne Rebels Super 15 rugby union team.

www.deltagroup.com.au



SUPPLIER PROFILE: AUSTRALIAN TANK ENGINEERING

THIS EDITION, NATIONAL FLEET AND OPERATIONS MANAGER, ROB TIMS PROFILES THE SUPPLIER OF ONE OF OUR MOST ESSENTIAL REQUIREMENTS: THE BARRELS FOR OUR MINI-TANKERS.



WHAT EXACTLY DOES ATE DO FOR MINI-TANKERS?

We have very specific requirements when it comes to the manufacture of our tanks. Our trucks come in different sizes, so our specs for custom-built aluminium tanks range from 4,500 to 8,500 litres. And for the Refuelling Solutions tankers this can go as high as 38,000 litres.

HOW DID MINI-TANKERS' RELATIONSHIP WITH ATE START?

In 2008/09 we were going through a significant upgrade of our equipment including the purchase of 40 new trucks. We needed a supplier who could meet this demand in a short time frame and ATE was recommended by an associate. Company Director, Dan Mejak was helpful from the very start. We trialed some tankers – the quality was high, and the delivery time was exceptional.

HOW DO YOU RATE THE QUALITY OF THE PRODUCTS?

Dan's expertise in building the barrels to our specifications is spot on. He has a good understanding of the other equipment that needs to be mounted on each truck, for example pumping gear and metering systems, and always makes the tank to suit perfectly.

Our Mini-Tankers travel on all sorts of terrain including off-road, construction sites and country roads - you name it, we go there. In fact 70 per cent of our work sites are off-road and yet we've never had any structural damage to the barrels constructed by ATE.

WOULD YOU RECOMMEND ATE'S SERVICES?

Definitely. ATE delivers quality workmanship and flexibility – they have fulfilled our needs 100 per cent with no problems at all. They never over-commit and under-deliver, instead it is always quite the opposite: I drop the bombshell about how many tanker barrels I need and how urgently, and they always deliver a quality product on time, or even before the due date.

www.atetankers.com.au

COMPANY:

Australian Tank Engineering (ATE)

LOCATION:

Sunshine, Victoria (supplying nationwide)

PRODUCT/SERVICE:

Custom design and manufacture of a range of liquid road tankers for the bulk transportation of dangerous goods and other products on Australian roads

ESTABLISHED: 1999

MTA SUPPLIER SINCE: 2007

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SETLOW LEADS UNDERGROUND MOVEMENT

Mini-Tankers' Queensland Manager, Brent Herrick agrees that communication is imperative: "Setlow is a key customer for us, and their clear instructions make it easy for us to plan our deliveries and have resources ready for them when and where they need us."

Kieran said that environmental safety was a deciding factor in selecting Mini-Tankers. "We work in some pretty difficult conditions – underground, at heavily congested sites and in all sorts of weather. We have confidence that Mini-Tankers will not only get onsite as close as possible to our plant, but that they'll do it with the highest scrutiny of all environmental safety issues."

Brent said, "Mini-Tankers' internal systems ensure all operators meet our exacting safety standards, and it is fantastic to work with a client who shares our expectations. Setlow is an industry leader when it comes to safe work standards. Their methods were well and truly tried and tested on the seven kilometres of twin pipeline from Luggage Point to Gibson Island at invert levels consistently below the Brisbane River as part of the Western Corridor Recycled Water Project. Mini-Tankers commends Setlow for providing such safe work sites."

www.setlow.com.au

INDUSTRY WATCH: BUILDING & CONSTRUCTION

BCI AUSTRALIA EXAMINES HOW THE BUILDING AND CONSTRUCTION INDUSTRY FAIRED THROUGHOUT FEBRUARY 2010.

FROM BCI AUSTRALIA

In February 2010, the total value of construction commencements across Australia was \$7.183 billion; which is an increase when compared to the same time last year, when the total value sat at \$6.480 billion.

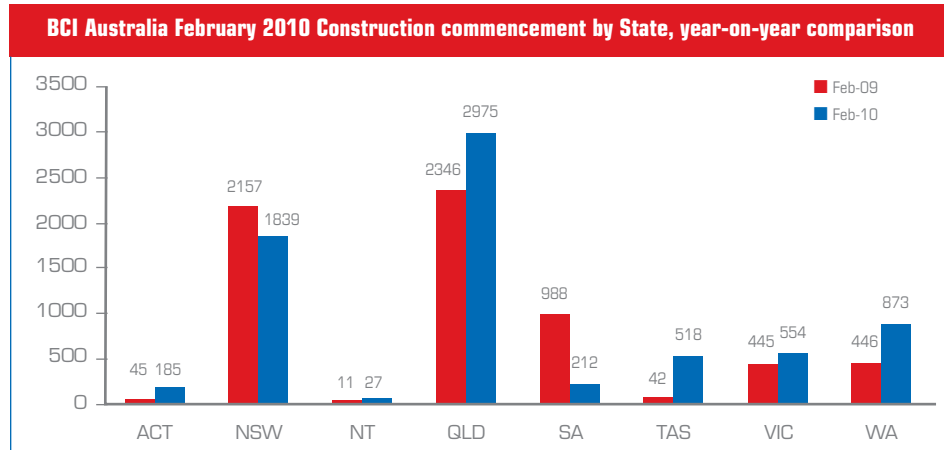
2010 shows the impact of the government's stimulus packages. Infrastructure had the highest amount of activity with \$2.504 billion projects commencing construction. Also

showing strong impact were the Industrial (\$1.369 billion), Residential (\$644 million) & Education (\$601 million) sectors.

www.bciaustralia.com

Queensland had the highest impact on the industry with \$2.97 billion in construction commencements, followed by New South Wales (\$1.83 billion) and Western Australia (\$873 million). Most of the states showed an increase on the year-on-year comparison (see graph); however New South Wales and South Australia revealed decreases. The peak decrease was in South Australia, where the construction commencements decreased by 78.5%.

The sector analysis for the construction commencements for the month of February



NSW VARIETY BASH

BATMAN AND ROBIN JOINED FORCES WITH THEIR EVIL NEMESSES THE RIDDLER AND THE JOKER FOR AN 11 DAY ROAD TRIP IN THE BATMOBILE... ALL IN THE NAME OF A GOOD CAUSE OF COURSE!

Variety, the Children's Charity launched the 2009 NSW Bash from the steps of Sydney's Opera House. In the 25th year of NSW Variety's traditional "B to B" themed course, the 2009 Bash sent participants on a journey from Bennelong Point to Broken Hill. While the direct route is only 1200km, the scenic route followed by 105 Bash cars via Woomera, Coober Pedy and Alice Springs was over 5000km.

Steve Shuttleworth said, "The mateship on the outback roads and the thrill of driving as a colourful convoy into small country towns generates a tremendous link between city and country folk. This is the third year Mini-Tankers has participated in the NSW Variety Bash, and every year we enjoy seeing how the fund raised money can help both large and small communities. We've also driven the Batmobile in Queensland and Victorian Variety events in the past – the organisation does terrific work all over the country."

Variety, the Children's Charity is dedicated to improving the quality of life for special needs children. The organisation grants equipment such as coaches, medical apparatus, wheelchairs, vocal output speech devices, prosthetic limbs, playground equipment and much more to assist individual children, schools, hospitals, organisations and other children's charities.

Thanks to Paul Hartin (Batman), Tony Hartin (Robin), Steve Shuttleworth (The Riddler) and Phil Amos of Caltex (The Joker) for representing Mini-Tankers, and to Rob Tims,

Paul and Steve for many long hours in the lead up ensuring that our 1966 Dodge Phoenix "Batmobile" met all safety standards.

Mini-Tankers' Batmobile will be gearing up again for this year's NSW Bash from B Shed (at Sydney Markets) to Byron Bay from 22 to 30 August.

Congratulations to all participants in the 2009 NSW Bash who together raised \$1.9 million for Variety. Mini-Tankers would like to sincerely thank our sponsors who helped us raise \$20,000:

- Australian Tank Engineering
- Broadwater Fuels
- Bow&Arrow
- Bluefire
- Caltex Australia
- Commonwealth Bank
- Deloitte Touche Tomatsu
- Fuji Xerox
- Gilbert and Roach
- Hands-On-Systems
- Isuzu Australia
- Liquip International
- OAMPS
- PIP (Preferred Internet Supplier)
- Telestar
- Touchstar
- Wales Truck Repairs

www.varietynsw.org.au



WELCOME TO THE TEAM

IT IS WITH PLEASURE THAT WE WELCOME MATTHEW PARSONS TO MINI-TANKERS AS OUR NEW GROUP COMMERCIAL MANAGER.

Matthew will no doubt quickly become a familiar face to many of our customers and suppliers in his role supporting credit, finance, administration and franchising for the Mini-Tankers group of companies.

With a broad career background, and qualifications in Accounting with Law and as a CPA, Matthew's solid finance sector knowledge base is accompanied by a proven track record in delivering commercial and strategic initiatives.

Outside of work, Matthew holds a part-time teaching position at Blacktown TAFE and is married with three teenage daughters.



WINNER



Mini-Tankers' 2009 Excellence Awards were hotly contested, and the result came down to the wire: an outright winner did not emerge until the very final week of the year.

THE MINI-TANKERS TEAM CONGRATULATES SYDNEY-BASED COREY FORSTER, OUR 2009 FRANCHISEE OF THE YEAR.

Corey won two of the three Excellence Awards categories: highest diesel sales and highest lubricant sales. Newcastle franchisee, Jasson Asplet took out the third category, highest rewards points.

Human Resources Manager, Gemma Scott said, "Corey has always been a hard worker, dedicated to serving his customers and representing Mini-Tankers in a positive way, and it has really paid off for him. Corey wins a holiday as his prize, and this news came at a perfect time, as he and fiancé, Lauren were planning their wedding and honeymoon. We wish the happy couple all the best for their April wedding and Whitsundays honeymoon.

"The Franchisee of the Year Award is just one way that we reward our franchisees for their ongoing commitment to customer service and for the way they work with Mini-Tankers as business partners. The fact that any one of our franchisees could take out the award makes it exciting each year, and we look forward to some friendly rivalries between mates, and between states in 2010."

CONTACT US AT

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